



## Problem Resolution Report



COSD Contract no. 537863  
Virtual Access RU – Third Party Access  
HP/CoSD- 84

Date: March 26, 2011

### Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### Issue or Problem:

The existing Third Party Access Resource Unit has been overtaken by technological change. The original Resource Units supported circuit based connectivity only. New technologies that provide more connectivity options at lower prices than traditional circuit based solutions are now available, and the Parties now wish to add such technologies to the Agreement.

### Resolution:

1. The new structure will be modified to included six additional Resource Units for the following access design options:
  - Virtual Access
    - Virtual Access 1Mbps
    - Virtual Access 2 Mbps
    - Virtual Access 3 Mbps
    - Virtual Access 4 Mbps
    - Virtual Access 5 Mbps
    - Virtual Access 6-10 Mbps
2. Contractor will provide a scalable capability enabling the County to make available to 3<sup>rd</sup> party End Users a circuit that is tailored for each specific County business need.
3. Contractor will provide scalable, secure, access enabling County authorized 3<sup>rd</sup> party users or Contractor unmanaged assets to traverse isolated virtual circuits that are tailored for each specific business need.
4. Contractor will design, size, and provision virtual circuit capacity based on business requirements and manage to "then current" Capacity and Performance guidelines defined in CoSD T-274 documentation for services delivered via Contractor managed assets.



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5. Section 5.9 of Schedule 4.3, as already amended by PRR 81, is further amended to include Virtual Access Services as shown in Attachment 1 to this PRR.
6. Exhibits 16.1-1 and 16.1-2 are amended to add six additional Resource Units fees for the 3rd Party Access - Virtual Access services as shown in Attachment 2 and Attachment 3 to this PRR.

Contractor has already deployed in the County environment a number of Virtual Access connections, as listed in the Attachment 4 to this PRR. These existing connections have not been billed to the end user due to the absence of an applicable contractual mechanism. The Parties hereby agree that HP shall retroactively charge for these existing connections, as listed in Attachment 4 to this PRR, from December 1, 2010, or from their actual deployment date if deployment occurred after December 1, 2010. Commencing with the March 2012 billing period the Contractor will bill existing and new Virtual Access Circuits at the rates contained in Attachment 2 of this PRR.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: Winston F. McColl

By: Max Pinna

Name: WINSTON F. McCOLL, Director  
Department of Purchasing & Contracting  
Title: \_\_\_\_\_

Name: Max Pinna  
Title: Contract Manager

Date: 3/27/2012

Date: March 26, 2012

John H. HUSSON

## PRR 84 - ATTACHMENT 1

### 5.9 3<sup>rd</sup> Party Network Access Services

#### 5.9.1 3rd Party Network Access Services Overview

This section pertains to the 3<sup>rd</sup> Party network access Services component within the Network Services Framework. The 3<sup>rd</sup> Party network access Services component applies to security services and network bandwidth needed by an authorized 3<sup>rd</sup> party entity to gain access to the County network. Services provided within this component include, but are not limited to, protection from unauthorized network access, firewall services, intrusion detection and reporting, security monitoring, data protection, network management, network capacity and performance monitoring, and 3<sup>rd</sup> party network to County network connectivity.

#### 5.9.2 3rd Party Network Access Services High Level Requirements

5.9.2.1 Establish and maintain 3<sup>rd</sup> Party network access to County data network

5.9.2.2 Contractor shall refresh 3<sup>rd</sup> Party network assets (defined as in Section 5.9.1.above) on a five-year refresh schedule, 20% per year, unless otherwise agreed by the County in writing, and at a County-approved deployment schedule that will minimize disruption and reduce risk. Refreshes of 3<sup>rd</sup> Party (County) network assets may include upgrades of active/intelligent components that provide significant upgrades in functionality and performance, if approved by the County.

#### 5.9.3 3rd Party Network Access Services Environment

##### 5.9.3.1 Scope of the Environment to be Supported

The following further describes the scope of 3<sup>rd</sup> Party network access Services elements to be supported by Contractor and with which Contractor shall comply.

- Security Services

Security Services include all the hardware, software, and services provide to ensure secure and authorized access to the County network and networked assets via private network interconnections into the County network (e.g., for the Sheriff's network, District Attorney's network).

- Network Services

Network Services include all the hardware, software, and services needed by a 3<sup>rd</sup> party to access County network assets. This will be made up of three (3) categories of private network circuits or connections from the 3<sup>rd</sup> Party to the County, IPSEC Tunnels and Virtual Access. The circuit connecting to the County is the responsibility of the 3<sup>rd</sup> Party.

1. Private Circuit / Connection

Category 1 – any circuit or connection lesser than T1 speed (1.544 mbps)

Category 2 – any circuit or connection equal to T1 speed

Category 3 – any circuit or connection greater than T1 speed

2. IPSEC Tunnel Connection

IPSEC Tunnel – 5Mbps

IPSEC Tunnel – 10Mbps

3. Virtual Access Connection

Virtual Access 1Mbps

Virtual Access 2Mbps

Virtual Access 3Mbps

Virtual Access 4Mbps

Virtual Access 5Mbps

Virtual Access 6-10Mbps

5.9.4 3rd Party Network Access Services — Requirements, Roles & Responsibilities

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services as related to 3<sup>rd</sup> Party Access.

Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit recommendations for 3 <sup>rd</sup> Party network access architecture	X	
2. Review and approve recommendations for 3 <sup>rd</sup> Party network access architecture		X
3. Produce and submit plans for monitoring and managing access to the County network from 3 <sup>rd</sup> Parties entities	X	
4. Review and approve plans for monitoring and managing access to the County network from 3 <sup>rd</sup> Parties entities		X
5. Produce and submit recommendations on firewall policies that comply with County policy	X	
6. Review and approve firewall policies		X

<b>Plan Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
7. Produce and submit recommendation of 3 <sup>rd</sup> Party network access Services assets refresh or upgrade plan on a yearly basis	X	
8. Review and approve recommendations on 3 <sup>rd</sup> Party network access Services assets refresh or upgrade plan		X
9. Produce and submit plans for 3 <sup>rd</sup> Party network access Services asset updates or patches	X	
10. Review and approve plans for 3 <sup>rd</sup> Party network access Services asset updates or patches		X
<b>Build Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
11. Design, test and implement approved 3 <sup>rd</sup> Party network access architecture	X	
12. Design and implement monitoring and managing access plans as approved	X	
13. Design, test and implement approved firewall policies	X	
14. Design, test, implement and report 3 <sup>rd</sup> Party network access Services assets refresh or upgrade	X	
15. Review and approve reports for 3 <sup>rd</sup> Party network access Services assets refresh or upgrade		X
16. Design, test and implement updates or patches approved for 3 <sup>rd</sup> Party network access Services assets	X	
<b>Operate Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
17. Provide support, including break-fix, for all 3 <sup>rd</sup> Party network access Services assets	X	
18. Provide Services in conformance to firewall policies and requirements	X	
19. Support 3 <sup>rd</sup> Party network access Services refresh	X	
20. Manage County network interfaces (into CoSD Network) for 3 <sup>rd</sup> Parties	X	
21. Produce and submit network utilization, capacity and performance reports	X	
22. Provide initial review of security Break-Fix incidents and the determination if escalation, including to County Information Security, is warranted	X	
23. Establish standards for 3 <sup>rd</sup> Party End-User operations and access capabilities and reports relative to 3 <sup>rd</sup> Party accessibility	X	
24. Identify and remove from the network any malicious-code (malcode) infected System	X	
25. Identify and provide countermeasures for malcode attacks (i.e., both prevention and remediation)	X	
26. Collect all logs and review all Break-Fixes reported by all other security services (e.g. NIPS, HIPS, penetration testing, and firewall).	X	

Plan Requirements, Roles and Responsibilities	Contractor	County
27. Maintain log files in accordance with County policies and MASLs	X	
28. Provide security reporting	X	
29. Provide fraud prevention, detection and reporting	X	

Attachment 2 to PRR 84  
Virtual Access RU - Exhibit 16.1-1

Resource Unit	Schedule 1.3 Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee (90% to 100% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (10% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
3rd Party Network Access - Virtual Access (1 Mbps)	Network Services - 3rd-Party Network Access Services-Section	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third party connections, IMARs	\$ 164.198	1200	\$197,976.00	N/A	N/A	N/A	N/A	Specific measurement on last day of month or cumulative use during month	5
3rd Party Network Access - Virtual Access (2 Mbps)	Network Services - 3rd-Party Network Access Services-Section	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third party connections, IMARs	\$ 283.04	1200	\$339,648.00	N/A	N/A	N/A	N/A	Specific	5
3rd Party Network Access - Virtual Access (3 Mbps)	Network Services - 3rd-Party Network Access Services-Section	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third party connections, IMARs	\$ 392.80	1200	\$471,360.00	N/A	N/A	N/A	N/A	Specific	5
3rd Party Network Access - Virtual Access (4 Mbps)	Network Services - 3rd-Party Network Access Services-Section	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third party connections, IMARs	\$ 500.55	1200	\$600,660.00	N/A	N/A	N/A	N/A	Specific	5
3rd Party Network Access - Virtual Access (5 Mbps)	Network Services - 3rd-Party Network Access Services-Section	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third party connections, IMARs	\$ 609.31	1200	\$731,172.00	N/A	N/A	N/A	N/A	Specific	5
3rd Party Network Access - Virtual Access (6-10 Mbps)	Network Services - 3rd-Party Network Access Services-Section 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third party connections, IMARs	\$ 1,153.35	1200	\$1,384,020.00	N/A	N/A	N/A	N/A	Specific	5

Attachment 3 to PRR 84

Virtual Access - Exhibit 16.1-2

Resource Unit	Schedule 43 Cross-Reference/Service Framework Component - 24/7 Party Network Access Services Section 5.9	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee	Component Fee
Bid-Party Network Access- Virtual Access -1Mbps	Network Services - 24/7 Party Network Access Services Section 5.9		Fixed monthly fee per unit	Hardware	\$ 164.08	\$ 4.74
				Hardware maintenance		\$ 38.63
				Software		\$ -
				Software maintenance		\$ -
				IM/ARs		\$ 6.89
				Credits		\$ 94.72
Bid-Party Network Access- Virtual Access -2 Mbps	Network Services - 24/7 Party Network Access Services Section 5.9		Fixed monthly fee per unit	Hardware	\$ 203.04	\$ 9.32
				Hardware maintenance		\$ 38.63
				Software		\$ -
				Software maintenance		\$ -
				IM/ARs		\$ 6.89
				Credits		\$ 208.00
Bid-Party Network Access- Virtual Access -3 Mbps	Network Services - 24/7 Party Network Access Services Section 5.9		Fixed monthly fee per unit	Hardware	\$ 392.80	\$ 14.28
				Hardware maintenance		\$ 38.63
				Software		\$ -
				Software maintenance		\$ -
				IM/ARs		\$ 6.89
				Credits		\$ 313.00
Bid-Party Network Access- Virtual Access -4 Mbps	Network Services - 24/7 Party Network Access Services Section 5.9		Fixed monthly fee per unit	Hardware	\$ 590.55	\$ 19.03
				Hardware maintenance		\$ 38.63
				Software		\$ -
				Software maintenance		\$ -
				IM/ARs		\$ 6.89
				Credits		\$ 416.00
Bid-Party Network Access- Virtual Access -5 Mbps	Network Services - 24/7 Party Network Access Services Section 5.9		Fixed monthly fee per unit	Hardware	\$ 699.31	\$ 22.79
				Hardware maintenance		\$ 38.63
				Software		\$ -
				Software maintenance		\$ -
				IM/ARs		\$ 6.89
				Credits		\$ 520.00
Bid-Party Network Access- Virtual Access -6 Mbps	Network Services - 24/7 Party Network Access Services Section 5.9		Fixed monthly fee per unit	Hardware	\$ 1,151.35	\$ 47.29
				Hardware maintenance		\$ 38.63
				Software		\$ -
				Software maintenance		\$ -
				IM/ARs		\$ 7.13
				Credits		\$ 1,040.00



